

**BEN FRANKLIN TRANSIT
BOARD OF DIRECTORS MEETING MINUTES
Thursday, February 9, 2017 at 7:00 p.m.
1000 Columbia Park Trail, Richland, WA**

1. Meeting called to order at 7:00 p.m.

2. Roll Call: MATT WATKINS (Chairman) BOB KOCH (Vice-Chairman), STEVE YOUNG, STEVE BECKEN, RICK MILLER, TERRY CHRISTENSEN, SHON SMALL, LISA STADE, NORMA NELSON

CHAIRMAN WATKINS, announced that a quorum of the Board was present at roll call.

Staff: Dr. John Myers, Gloria Boyce, Tony Kalmbach, Terry DeJuan, Jerry Otto, Tom Turner, Christy Watts, Wendi Warner, Traci Bronson, Jim Thaelke, Rob Orvis, Kevin Hebdon, Patrick Roach, Legal Counsel, Michaela Dimas

3. **Pledge of Allegiance**

CHAIRMAN WATKINS invited SHON SMALL to lead the Pledge of Allegiance.

4. **Citizens Public Comment/Introduction of Visitors**

CHAIRMAN WATKINS invited introductions of guests or public comment on any item not on the agenda.

No public comments or introductions were given.

5. **Approval of Agenda**

CHAIRMAN WATKINS called for a motion to approve the Agenda as presented.

ACTION: RICHARD BLOOM made and RICK MILLER seconded a motion to approve the agenda. MOTION CARRIED UNANIMOUSLY.

6. **Election of BFT Board of Directors Officers – Chair/Vice Chair**

CHAIRMAN WATKINS commenced elections by asking the Board if anyone has an interest in serving as Chair of the BFT Board of Directors.

ACTION: RICHARD BLOOM made a motion to nominate MATT WATKINS for the position of Chairman of the BFT Board of Directors, and STEVE YOUNG seconded. No discussion. MOTION PASSED UNANIMOUSLY.

ACTION: RICK MILLER made a motion to nominate BOB KOCH for the position of Vice Chairman of the BFT Board of Directors, and LISA STADE seconded. No discussion. MOTION PASSED UNANIMOUSLY.

CHAIRMAN WATKINS and BOB KOCH accepted their nominations as Chairman and Vice Chairman, respectively, of the BFT Board of Directors for the 2017 calendar year.

7. Board Committee Reports – Meeting Notes were included in the Board Packet

A. Operations & Maintenance Committee, Rick Miller, Chair

RICK MILLER, gave an overview of the items discussed during the Committee meeting. All items presented to the Committee were placed on tonight’s consent agenda. Notes were provided in the packet.

B. Planning & Marketing Committee, Rick Miller, Chair- Cancelled

C. Administration & Finance Committee, Steve Becken, Chair

STEVE BECKEN, gave an overview of the items discussed during the Committee meeting. All items presented to the Committee were placed as action items on the Board agenda. Notes were provided in the packet.

8. Consent Agenda (Any item is open for discussion at Board or Public Request)

- A. Approval of January 12, 2017 Board Meeting Minutes
- B. Payroll/Voucher Summary
- C. Resolution 05-2017 – Declare Surplus Vehicles
- D. Resolution 06-2017 - Authorizing the General Manager to purchase thirty-two 15 Passenger Vans from Bud Clary Chevrolet

January 2017 vouchers audited and certified by Ben Franklin Transit’s auditing officer as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing, which was emailed to the Board Members February 3, 2017.

Payroll

Check Register Number	Check Number/ Number		Date of Issue	in the Amount	
500-17	78794	78822	1/6/2017	351,502.25	Payroll
501-17	78824	78850	1/20/2017	361,674.33	Payroll
503-17	78823	78823	12/19/2016	53.86	Payroll

Total \$713,230.44

Non-Payroll Vouchers

100-17	63355	63422	1/7/2017	228,638.24	MDSE
101-17	63077	63134	1/9/2017	17,680.52	MDSE
102-17	ACH Transactions		1/9/2017	414,831.16	ACH TRANS
103-17	63431	63485	1/13/2017	137,443.81	MDSE
104-17	ACH Transactions		1/13/2017	216,944.68	ACH TRANS
105-17	VOID	62666	1/16/2017	(115.00)	VOID
106-17	63486	63556	1/20/2017	333,000.12	MDSE
107-17	63557	63564	1/23/2017	65,953.84	MDSE
108-17	ACH Transactions		1/23/2017	143,155.82	ACH TRANS
109-17	63565	63629	1/27/2017	1,349,255.19	MDSE

110-17	VOID	63596	1/27/2017	(2,700.36)	VOID
111-17	63630	63630	1/27/2017	2,925.41	MDSE

Total \$2,907,013.43

Check Register Numbers 500-17, 501-17 503-17 and 100-17 to 111-17

In the total amount of:

\$3,620,013.43

CHAIRMAN WATKINS read aloud the items on the Consent Agenda and called for a motion to approve the Consent Agenda as presented.

ACTION: STEVE YOUNG made and BOB KOCH seconded a motion to approve the Consent Agenda as presented. MOTION CARRIED UNANIMOUSLY.

(BFT Board Standing Committees Recommended Approval of Consent Items to the Full Board of Directors)

9. Action Items

A. Resolution 07-2017 - 2016 WSTIP Safe Driver Award Recognition

Jim Thaelke, Safety Supervisor, read aloud the resolution stating Ben Franklin Transit’s (BFT) Coach Operators and Dial-A-Ride Drivers that have amassed 20 years or more of safe driving without a preventable vehicle or passenger accident received special award recognition from the Washington State Transit Insurance Pool (WSTIP) in 2016. For this award, there were two separate categories: The first category recognized those Coach Operators and DAR Drivers who had achieved 20 plus years of “cumulative” safe driving over the course of their ongoing employment at BFT, and secondly, it recognized those Coach Operators and DAR Drivers who had achieved 20 plus years of “consecutive” safe driving over the course of their ongoing employment at BFT. Each recognized Coach Operator and DAR Driver received a personal letter from WSTIP thanking them for their outstanding performance and a certificate of achievement outlining their individual accomplishment. Based on national averages, a person in the transit industry who has driven professionally for 10 years has had the equivalency of driving approximately 1 million miles. Depending on each individual Coach Operator and DAR Driver’s accomplishment, many of them also received a monetary award from WSTIP of at least \$125.00, and on up to \$300.00 based on the number of years of safe driving each person had achieved either cumulatively or consecutively. Ben Franklin Transit had 19 total combined Coach Operators and DAR Drivers who received this special recognition. Of the 19 employees, 11 of them also received the monetary award. This is a major achievement for these drivers

CHAIRMAN WATKINS question whether BFT is compared favorably to other transits. Jim Thaelke replied by stating, “BFT ranks among the top of the pool in terms of not having accidents. BFT is below the national average with accidents per 100,000.”

CHAIRMAN WATKINS called for a motion to the resolution.

ACTION: BOB KOCH made and LISA STADE seconded a motion to approve Resolution 07-2017 - 2016 WSTIP Safe Driver Award Recognition. MOTION CARRIED UNANIMOUSLY.

CHAIRMAN WATKINS asked attendees to join him for a round of applause for the Operators being awarded and thanked Jim Thaelke and staff.

B. Resolution 08-2017 - Trapeze Software Group, Inc. D.B.A. TripSpark Technologies for the purchase of PASS Software Add-In Modules (Ripple & CERT)

Tom Turner, IT Supervisor, led a slide power point presentation describing the Ripple IVR system, cost justification, and the Cert ADA system.

Tom Turner stated BFT's intentions of purchasing PASS Software Add-In Modules (Ripple & CERT) from Trapeze Software Group, Inc. D.B.A. TripSpark Technologies. Tom Turner gave a brief description on Ripple Back Office Software. Indicating the software will implement an Interactive Voice Response (IVR) that will call customers each night to remind them of their next day scheduled ride. Customers will have the opportunity to cancel their ride during the phone call, which should reduce the number of "no-shows". Customers will also have options to receive a text or email as oppose to a call if so desired. The system will also utilize the AVL system on the bus to call the customer again when the bus is 15 minutes away. This "imminent arrival" reminder should improve our on-time performance as customers should be ready when the bus arrives, reducing delays further down the route. TripSpark will charge BFT usage charges based on actual voice minutes and actual SMS text message charges. The rates at \$0.03 per minute (cumulative) for voice calls and \$0.02 per each SMS text message. For budgeting purposes, TripSpark has provided BFT an estimated monthly charge based on historical operational metrics. It should be noted that these usage charges are considered an operational expense and not part of the capital expenditure.

Tom Turner provided a cost analysis for the software, operational cost, and maintenance cost per year through the five (5) year contract. A brief discussion was held on the escalation authority, estimated amount of time of completion of installation and further explanation was provided of what exactly deems a "no show".

Mr. Turner continued his presentation with a brief description on CERT, a PASS add-in Module. The module will assist the Dial-A-Ride (DAR) American's with Disabilities Act (ADA) Coordinator in tracking a client's certification from initial request through final approval or denial of service, including the appeal process. He provided a cost analysis for the software, operational cost, and maintenance cost per year through the five (5) year contract as he provided for the Ripple software. A brief discussion was held.

CHAIRMAN WATKINS called for a motion to the resolution.

LISA STADE requested a report on feedback from drivers and users of the touch response system. Along with the status of the responses to be available in Spanish and other languages.

ACTION: SHON SMALL made and STEVE YOUNG seconded a motion to approve Resolution 08-2017 - Trapeze Software Group, Inc. D.B.A. TripSpark Technologies for the purchase of PASS Software Add-In Modules (Ripple & CERT). MOTION CARRIED UNANIMOUSLY.

C. Resolution 09-2017 - Rescinding Resolutions 12-96 and 21-2015 in Their Entirety

Kevin Hebdon, Administrative Services Manager, stated he will be presenting Action Items C & D as a group. Continuing his presentation, he stated BFT released an RFP for banking services in the fall of 2014 and banking services was later awarded to US Bank. In January 2015, staff moved almost all banking services from Banner Bank to US Bank. During the transition the credit card has fallen behind and we have now established a credit card account with US Bank. The simplistic credit card at Banner Bank is no longer meeting BFT's needs. The US Bank One Card Program comes with robust security, management, monitoring, flexibility, and added security. The agency has seen an expanded use of the credit card through procurement, purchases of goods/services through the procurement department. Currently, it is being used for petty cash, convenient purchases, incidental items necessary to carry out daily business activities, booking travel, and training opportunities for members of the Board/staff. In turn, we are seeing an expanded use of the credit card. With the ability of the US Bank card, we can assign individual cards to employees and departments.

When the card reaches its limit during the monthly billing cycle it is rendered inaccessible, delaying and interrupting important daily functions and travel arrangements. Analysis shows that an overall credit card authorization limit of \$75,000 will be adequate to conduct business without interruptions. Policy changes include updates to referenced RCWs; the current RCW listed is incorrect, an increase to the overall credit card authorization limit from \$25,000 to \$75,000, updated signature documents, updates to policy language.

CHAIRMAN WATKINS sought clarification in stating, spending will not increase but allow for more financial control. Kevin Hebdon confirmed.

STEVE YOUNG called to question on whether a single motion would be made for both resolutions simultaneously or must it be motioned separately? CHAIRMAN WATKINS questioned Legal Counsel if the Board could approve/vote for both Resolution 09-2017 and 10-2017 with one vote. Patrick Roach, Legal Counsel said the Board could do so with the same motion.

TERRY CHRISTIANSON asked who would be monitoring credit card transactions. Kevin Hebdon replied by stating, it is ultimately the Treasurer's responsibility and the it would fall on him and his staff. TERRY CHRISTIANSON voiced his concern on the monitoring of purchases made with credit cards. Kevin Hebdon stated Director CHRISTIANSON has a valid concern. In the current credit card policy, the user must submit credit card receipts and to coded.

ACTION: STEVE YOUNG made and RICK MILLER seconded a motion to approve Resolution 09-2017 - Rescinding Resolutions 12-96 and 21-2015 in their entirety and Resolution 10-2017 – Adopting Ben Franklin Transit's Credit Card Policy. MOTION CARRIED.

D. Resolution 10-2017 – Adopting Ben Franklin Transit's Credit Card Policy

ACTION: STEVE YOUNG made and RICK MILLER seconded a motion to approve Resolution 10-2017 – Adopting Ben Franklin Transit's Credit Card Policy. MOTION CARRIED UNANIMOUSLY.

(BFT Board Standing Committees recommended approval of Action Items to the Full Board of Directors)

10. Discussion/Information Items

A. Citizens Advisory Network Update - *Verbal report*

Christy Watts, Customer Service & Marketing Manager, provided background information on the CAN previously known as the Citizens Advisory Committee (CAC). The CAC was disbanded in October 2016. In November of 2016, staff meet with members of CAN to explain changes and review recommended CAN categories. CAC members were encouraged to apply for membership if they fall in the member categories. Some CAC members chose to participate in the DAR Sub-Committee.

CAC leadership volunteered to be on the CAN Membership Committee. The first meeting was held on January 24, 2017 at Three Rivers Transit Center. Karyn Vandecar, Chair, Mike Moran, Vice Chair, Austin Neilson, Kurt Workman, and I reviewed/vetted applications submitted. Membership applications submitted were from law enforcement, Lourdes Mental Health, students, and the Hispanic Chamber of Commerce. The BFT Marketing team has been working on a news release, BFT retirees' invitations, and Facebook website postings. The next CAN meeting is on February 20th at 4 p.m. at the Three Rivers Transit Center.

B. Art Poster Contest Select Winners

Christy Watts, Customer Service & Marketing Manager, announced the winners for the 2017 Art Poster Contest. The Top 16 posters were numbered and displayed. The Board of Directors were given the opportunity to vote for the 1st place winner prior to the Board meeting. Resulting in #3 as the clear 1st place winner, #5 as the 2nd place winner, and #8 for 3rd place. The top 16 posters will be featured in the transit system's annual calendar and their artists will receive free BFT summer passes. Students names and schools were not provided to the Board at the time of voting. Information will be provided at next month's Board of Director's meeting.

C. 2017 Draft Board Member Roster, Standing Committees, BFT Staff Activity Calendar

Michaela Dimas, Clerk of the Board, asked the Board to please review the information provided. Please contact her if their contact information has changed and is needing to be updated.

D. 2017 APTA Legislative Conference Information

Michaela Dimas, Clerk of the Board, asked the Board to please let her know if they are interested in attending the conference. She informed the Board at this time, Director Bloom and Director Stade have informed her of their interest in attending. Deadline to report back will be February 10th. Allowing enough time to make travel arrangements for those attending.

11. Staff Reports & Comments

A. Legal Report

Patrick Roach, Legal Counsel, stated there are no new legal matters to bring to the Board's attention. An Executive Session will be held for about 45 minutes to an hour regarding the performance of a public employee. The RCW is 42.30.110 sub-section (1g). Announcement to the public will be made if more time is needed.

CHAIRMAN WATKINS asked if action is expected. Patrick Roach stated no action would be taken.

B. Financial Report

Kevin Hebdon, Administrative Services Manager, stated the balances summary for year 2016 over on our revenues and under on our expenditures. We will bring our financial statements later in the year, once they have gone through the audit process.

The January 2017 report indicates all funds balance. Fund balance remains healthy and secure at our US Bank and local bank investment pool. Operating reserves are funded at 100%. Our local match for Capital projects is funded at 100%. Sales tax for the month is included in your packet. PTBA's and Local Jurisdictions were not yet available at the Admin & Finance Committee meeting. However, it was included in your packets.

CHAIRMAN WATKINS stated for November it seems to be an outstanding month for sales taxes. Kevin Hebdon concurred. CHAIRMAN WATKINS questioned as to where the increase might be coming from.

Gloria Boyce, stated BFT is working with the Department of Revenue and the Department of Treasury and I understand it is just an accounting adjustment at that time and or what is the actual activity. A brief discussion was held.

C. General Manager's Report

Gloria Boyce, General Manager, reported on the following:

Government Affairs Update

Federal: Letter of support sent on behalf of the Bus Coalition \$2.85 billion request through 2020. (provided to the Board)

Teleconference scheduled 2/10/17 with Dale Learn of Gordon Thomas Honeywell to develop strategy for the upcoming APTA Legislative Conference March 12th – 14th.

State: Inclement weather on both sides of the state prevented my attendance and participation in the WSTA State Legislative Conference. (2017 Legislative priorities provided)

Happy to announce BFT was awarded a \$572,000 VIP State grant that will assist in the purchase of the new 33 Vanpool vans.

Operations: Busy month due to inclement weather. Thanked staff for their incredible work during this time. Thanked each jurisdiction for keeping the streets clear for each bus route. This assists our drivers and it is much appreciated. their hard work

Ridership report was presented based on the effects of inclement weather. Ridership for the month of January is down 22.9% over last year.

Met with City Managers of Richland, Kennewick, and Clerk Treasurer of Benton City. Also, met with Pasco and Benton City School District's Superintendents. An overview of service changes was provided to each as well.

Follow-up:

Staff followed up with Richard Johnston and Bill Chapman. Taxi feeder information was provided to each and both are now using the taxi feeder program. Maps of stops, times, and fares were discussed. Mr. Johnston who is visually impaired was given a DAR application and we are working with him to get him signed up for ADA services to see if he qualifies. CHAIRMAN WATKINS asked if it was a case of the customers not being aware of services provided. Gloria Boyce concurred and stated the Marketing department has reached out to the Horn Rapids group and will be out there within the next month.

Meetings were scheduled on February 8th with Tierra Vida and on February 15th with Lakeview. However, due to inclement weather the meeting with Tierra Vida will be rescheduled. A brief discussion was held.

12. Board Member Comments

NORMA NELSON, thank you to staff for all their hard work during the inclement weather. I have been here for 27 years and I don't remember the weather being this bad. Having the Supervisors crossed trained, they've been out on DAR buses. I bet they had no idea some many buses would be stuck in some many places at one time. I appreciate all the Supervisors extra help. We four dates for mediation meetings in March.

LISA STADE things are going well. Please pass on the pleasure I had meeting all the employees. I didn't get out to Three Rivers but I plan to come again. It was so great to see what everyone does so well. The superb job they do and there is so much work that goes on behind the scenes. My eyes were opened and I left proud.

CHAIRMAN WATKINS Board does not use the services as much. However, Ms. STADE you mentioned you went out and rode on a Dial a Ride (DAR) bus. This service isn't something you necessarily qualify for but as a Board member to see it that's unusual and I want to thank you.

LISA STADE Mr. Otto gave me a great tour. Unfortunately, my schedule only allowed me to come here on a day Ms. Boyce was not here.

STEVE BECKEN no comment.

STEVE YOUNG thanked Tom Turner and Kevin Hebdon on their presentations.

BOB KOCH no comment.

MATT WATKINS wanted to clarify TNC also known as UBER and LIFT. There is no status change. We just got to the point UBER didn't want apparently to require drivers prove who they say they are. That remained a sticking point between us and some other jurisdictions and are still working on that.

RICK MILLER no comment.

RICHARD BLOOM West Richland does not currently manage taxis' or TNC's. They brought forth the motion and it failed. Primarily because we needed better understanding of what we should be doing as a Community. We will be following up and looking at the state regulations. It is a complex subject and the cities might want to consolidate efforts. Just wanted to point out West Richland did the best snow removal of all cities. However, we did a terrible job on sidewalks. It was noted that it was detrimental to transit. So, I will be looking at taking some efforts for the future. We had businesses that didn't not clear sidewalks but cleared the parking lot. Dumping it on the sidewalks. In turn has a lot of people treading through the snow to get to bus stops. During these kind of events, I think our cities should look at sidewalk clearance for transit. There is room for improvement.

TERRY CHRISTENSEN wanted to commend staff for reaching out to the Horn Rapids group. I do thank you for all your efforts.

SHON SMALL gave accolades to BFT staff on presentations. Stating he will be meeting with Gloria on February 20th for his new Board Member Orientation.

CHAIRMAN WATKINS announced that the meeting would be going into Executive Session. Noting that the Executive Session will most likely take about 45 minutes however if more time is needed the public will be informed. He recessed the Regular Board of Directors meeting into Executive Session at 8:12 p.m.

Following the Executive Session, the Regular Board meeting will adjourn.

**13. Next Meeting – Thursday, March 9, 2016 at 7:00 p.m.
1000 Columbia Park Trail, Richland WA**

14. Executive Session

Executive Session held.

Re-convene into Open Session

CHAIRMAN WATKINS reconvened the Regular BFT Board of Directors Meeting into Open Session at 9:14 p.m. He thanked everyone for their patience in waiting for the additional time extension needed to complete the Executive Session. No action taken.

15. Adjournment

CHAIRMAN WATKINS promptly adjourned the reconvened open meeting of the BFT Board of Directors meeting at 9:14 p.m.

Meeting recorded by:
Michaela Dimas, Clerk of the Board
February 9, 2017